

Other ways you can provide feedback

If you don't have a mobile phone, you can still tell us about your experience. You can do this:

In person



- Talk to the staff or to a manager.
- Ask to speak to an Aboriginal Liaison Officer.

Online



- You can share your story confidentially by visiting www.careopinion.org.au

Fill out a feedback form



- Feedback forms are located in most patient areas. If you're unable to find one, ask a staff member.

Phone



- Phone or write to your regional WACHS office.

For more information see www.wacountry.health.wa.gov.au/feedback



Government of Western Australia
WA Country Health Service

MySay Healthcare Survey



WA Country Health Service Patient Experience and Consumer Engagement

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www.wacountry.health.wa.gov.au

To provide feedback on this publication email wachscomms@health.wa.gov.au. Alternative formats can be provided on request. © WA Country Health Service.

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MySay Healthcare Survey

The MySay Healthcare Survey is one way that the WA Country Health Service (WACHS) can learn from patients about their healthcare experience.

By finding out about our patients' experience and if they are satisfied with the care provided, we can identify and prioritise areas for improvement.

Who is invited to complete the survey?

You will be invited to complete the survey if you have attended a WACHS hospital or health service as:

- an inpatient
- a day procedure patient
- a carer of a patient.

You will **not** be sent a survey if you have already been sent one in the previous six months.

How are you invited to complete the survey?

If you have a mobile phone, we will text you with a link to the survey approximately one week after your hospital or health service visit.

The survey takes less than five minutes to complete.

"Every time our stories are heard, every time one person takes something from them, things are a little better, a little safer for those who come behind us in the system."

Raeline McGrath- Healthcare consumer.

Will my response be confidential?

Yes.

We have taken a number of steps to ensure that the survey is confidential and that responses cannot be connected to a specific person.

Is the survey compulsory?

No.

It is not compulsory for you to complete the survey. However, we encourage you to do so as your feedback can be used to improve your local hospital or health service.

If I have visited the same hospital more than once, which visit should I refer to in the survey?

You should refer to your most recent hospital visit when answering the questions.

When should I complete the survey?

It is best to complete the survey as soon as possible so that your recollection is fresh.

What if I need help to complete the survey?

If you need help to complete the survey, you can ask another person, such as:

- a family member
- a friend
- a healthcare worker
- an Aboriginal Liaison Officer.

What happens to my answers?

Your answers are collated with everyone who takes part in the survey. The results will be used to improve the way that we work with you to provide care and treatment.

If I have a question, can I speak to someone about the survey?

If you have questions about the MySay Healthcare Survey, you can contact the WACHS Patient Experience and Community Engagement team by calling:

- (08) 6553 0968

You can also email queries to:

WACHSConsumerEngagement@health.wa.gov.au

Business hours are:

8.15am – 4.30pm, Monday to Friday
(excludes public holidays).

